

**REMARKS**

Claims 60-71 and 74-87 are currently pending in this application. Applicant has amended claims 60, 70, and 77. No claims have been added or canceled by this response. Accordingly, claims 60-71 and 74-87 remain pending

In the Office Action mailed December 30, 2010, pending claims 60-71 and 74-87 were rejected. More specifically, the status of the application in light of this Office Action is as follows:

- (A) Claims 60-64 and 66-70 stand rejected under 35 U.S.C. § 103(a) over U.S. Patent Pub. No. 2009/0157531 ("Bui") and U.S. Patent Pub. No. 2009/0125429 ("Takayama") in view of U.S. Patent Pub. No. 2007/0282733 ("May"); and
- (B) Claims 65, 74 and 83 stand rejected under 35 U.S.C. § 103(a) over Bui, Takayama and May in view of U.S. Patent Pub. No. § 2006/0229944 ("Walker").

Applicant respectfully traverses these rejections.

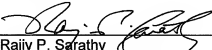
Applicant thanks Examiner Worjloh for courtesies extended during a telephonic interview with the undersigned attorney on April 28, 2011. The Examiner proposed that the amendments made above to claims 60, 70, and 77 would overcome the rejections. If the Examiner requires additional information, she is requested to contact the undersigned attorney.

The Examiner also requested clarification of "template" as claimed. As is known in the art, a template is a pattern of information. Paragraph 52 of the originally filed specification describes that tickets are provisioned in response to user requests, e.g., based on information in a data table or other data structure. If the Examiner requires additional information, she is requested to contact the undersigned attorney.

Applicant requests reconsideration of the application and a mailing of a Notice of Allowance. Applicant does not concede any rejection not specifically responded to above, and reserves their rights to do so in the future. If the Examiner has any questions or believes a telephone conference would expedite prosecution of this application, the Examiner is encouraged to contact Rajiv P. Sarathy at (206) 359-6478.

Respectfully submitted,  
Perkins Coie LLP

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